

AKO Account for Family Members

An AKO account gives family members access to much of the same information as the service member.

To use the AKO account the family member must have access to the Internet.

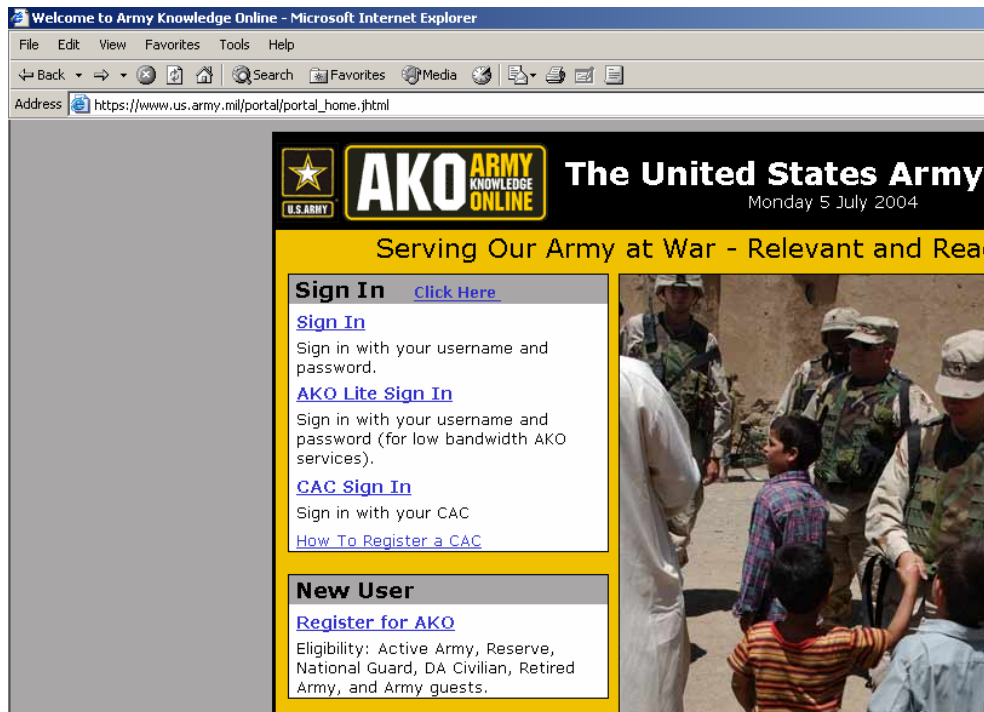
Instructions for obtaining an AKO account for family members follow. Please note there are two parts to these instructions. Part I is requesting an account this should be done by the family member. Part II is approving the account. The Service Member or Sponsor **MUST** do this.

PART I, Requesting an AKO account for a Family Member

Go to the AKO sign-on page: www.us.army.mil

In the “New User” box

Select *Register for AKO*



In the “Guest accounts includes the following:” box

Select the *Next* Button

The screenshot shows the 'AKO Registration' page with two sections: 'Authorized full accounts include the following:' and 'Guest accounts include the following:'. The 'Authorized' section lists: Active Army, Army Retired, DA Civilian, DA Civilian, Retired, Medical Retired, NAF Civilian, National Guard, Reserves, U.S. Military Academy Cadets, and ROTC Cadets (MS III and IV). The 'Guest' section lists: Army Volunteers, Contractor, DoD Civilian, Family Member of full AKO Member, Federal Civilian Agencies, Foreign Officers (attached to U.S. Army), Homeland Security, Initial Entry, Local National Employee, Medical Discharged, ROTC Cadets (MS I and II), US Air Force, US Coast Guard, US Marine Corps, and US Navy. Both sections have a 'Next' button.

Fill in all required information

The screenshot shows the 'AKO Registration' page with the following sections:

- Account Information:** Army Sponsor (deniel.rook), Enter the AKO User Name of your Army sponsor., Account Type (Family Member), Choose the category that best describes you. Note: Accounts for Cadets are only available to collegiate cadets. Accounts for Foreign Officers are only available to officers attached to the U.S. Army.
- User Information:** Salutation (Mrs.), Enter your title (e.g. Mr., Mrs., Rank Abbreviation, Dr., etc.), First Name (Susan), Middle Name (M.), Last Name (Rook), Nick Name (Sue), Suffix (Select One), Your user name will be automatically generated from the names you enter. For example: First.Last, First.MI.Last, First.Middle.Last, Midname.Last, First.Last(Suffix), Social Security Number, Social Security Number is mandatory for Cadets and Initial Entry accounts. Optional for all others. This is only used for identification purposes., Organization, Enter your current organization (e.g. PEO STAMIS), Organization Address, Enter the address of your current organization (e.g. 9350 Hall Road, Suite 142, Fort Belvoir, VA 22060-5526).
- Optional:** Email Address, Confirm Email Address, Enter your current email address and re-enter to confirm. This address is used to contact you when your sponsor approves or rejects your account.

Army Sponsor is the AKO Account name for the service member.

Account type is “Family Member”. Select this from the drop-down list.

Select a user name from the list of available user names

Enter and confirm a password. Note: these passwords are very tricky they must be 10 characters long, must contain 2 special characters, 2 numbers and 2 capital letters.

You must also select 3 questions and provide answers. These questions are used to give you a new password if you forget your old one.

The image shows the AKO Registration form. The top header includes the U.S. Army logo and the text "AKO ARMY KNOWLEDGE ONLINE" and "AKO Registration". The form is divided into two main sections: "Account Information" and "Lost Password Questions".

Account Information:

- * User Name:** A dropdown menu showing a list of available usernames: susan.rook, susan.m.rook, sue.rook, and sue.m.rook. Below the dropdown, it says: "Select your User Name. You will enter this name to log in to the Portal, and your email address will be username@us.army.mil."
- * Password:** A text input field.
- * Confirm Password:** A text input field.
- Below the password fields, it states: "Your password has these restrictions:"
 - It must be at least 10 characters.
 - It must contain at least 2 special characters: !@#\$%^&*~+=\|'{};.,...
 - It must contain at least 2 numbers.
 - It must contain at least 2 uppercase and 2 lowercase letters.
 - It is case sensitive.
- At the bottom of this section, it says: "For more information on these restrictions, please see AR 25-2 by clicking [here](#)."

Lost Password Questions:

- * Question 1:** A dropdown menu with the text "Please select a question".
- * Answer 1:** A text input field.
- * Confirm Answer 1:** A text input field.
- * Question 2:** A dropdown menu with the text "Please select a question".
- * Answer 2:** A text input field.
- * Confirm Answer 2:** A text input field.
- * Question 3:** A dropdown menu with the text "Please select a question".
- * Answer 3:** A text input field.
- * Confirm Answer 3:** A text input field.

Below the questions, it states: "Your questions and answers will be used to identify you in the event that you forget your password. Answers to these questions are **case sensitive** and should be **as secure as your password**."

At the bottom, there is a note: "* Denotes a required field. Please click the Finish button only once to avoid receiving an error message." Below this note are two buttons: "Finish" and "Back".

The image shows the AKO Registration confirmation screen. The top header includes the U.S. Army logo and the text "AKO ARMY KNOWLEDGE ONLINE" and "AKO Registration".

Below the header, it says: "Please print this screen for your records. Mon Jul 5 12:33:48 2004".

Congratulations

Your AKO account has been successfully created and is now pending approval from your Sponsor.

Once your sponsor approves or rejects your account, you will be sent an email.

If you are approved, you will have the following available to you:

- You will be able to log into the Army Portal at <https://www.us.army.mil>.
- Once in the Army Portal, you can go to "My Profile" to enter your organizational information for the AKO White Pages.
- Also, go to "My Email Options" to have your AKO mail forwarded to another account.
- You can check your Email Inbox by clicking on "AKO Mail" in the Army Portal, or at <https://webmail.us.army.mil/>.
- You will have 50 MB of personal storage space in the Army Knowledge Collaboration Center. Click on the "KCC" tab to create a personal knowledge center and to upload and download files.
- If you have any questions or problems with your AKO account, please call our Help Desk at 1-877-AKO-USER.

Account Information

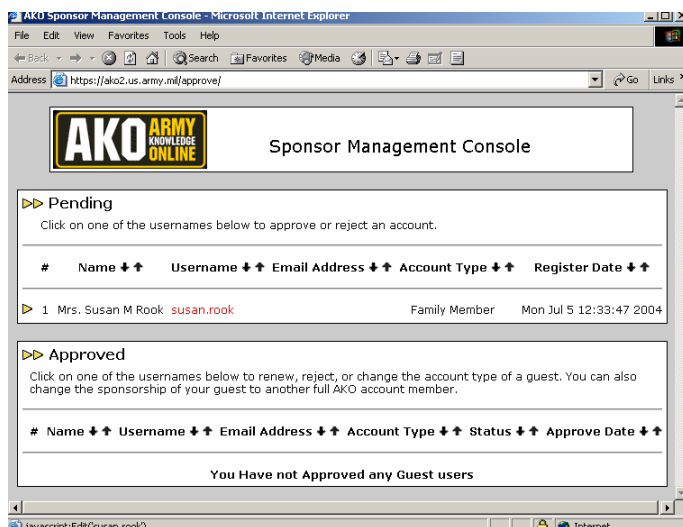
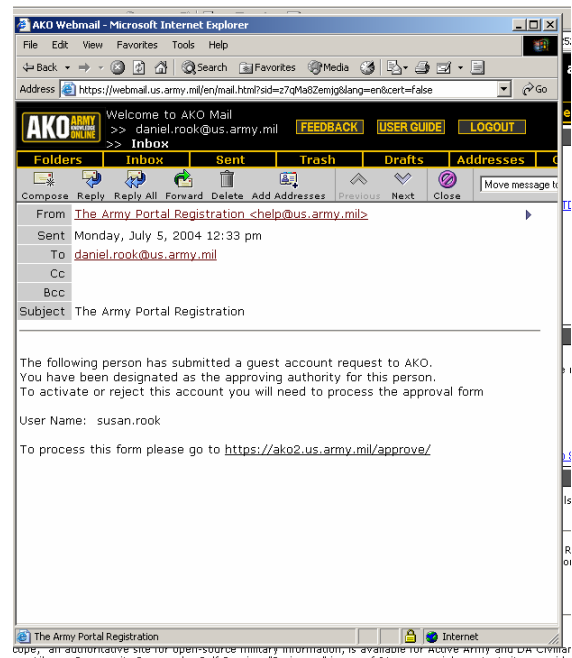
- Name: Mrs. Susan M Rook
- AKO User Name: susan.rook
- AKO Email Address: susan.rook@us.army.mil
- Alternate Email Address:
- Guest Account Type: Family Member
- AKO Sponsor: daniel.rook

Print this screen and keep for your records.

Once the Sponsor approves the account the family member will have access to AKO.

PART II, Approving an AKO Account for a Family Member

After a family member requests an account the sponsor will receive an e-mail notifying them of this request. To approve the new account simply click on then link included in the e-mail.



In the “Pending” box select the family members name you wish to approve. Note: Click right on the name.

Select *Approve*

Then select the *Submit* button.

The screenshot shows the 'AKO Sponsor Management Console' in a Microsoft Internet Explorer window. The console has a header with the 'AKO ARMY KNOWLEDGE ONLINE' logo and a 'Close' button. Below the header is a section titled 'Account Information' containing a table with the following data:

Name	Username	Email Address	Account Type	Register Date
Mrs. Susan M Rook	susan.rook		Family Member	Mon Jul 5 12:33:47 2004

Below the table is a 'Select One:' section with three radio buttons: 'No Action', 'Approve', and 'Reject'. The 'Approve' option is selected. To the right of the 'Approve' radio button is a text box with the following text: 'This will activate the user's account and allow them to log into the Army Portal and collect their AKO Email.' Below the 'Reject' radio button is a 'Reason for Rejection:' section with a dropdown menu set to 'None' and a text area for additional comments. At the bottom of the console are 'Submit' and 'Reset' buttons.

The screenshot shows the 'AKO Sponsor Management Console' in a Microsoft Internet Explorer window. The console has a header with the 'AKO ARMY KNOWLEDGE ONLINE' logo and a 'Close' button. Below the header is a message box with the following text: 'susan.rook has been approved, however the user did not provide an email address so no message can be sent. Please notify this user that his/her account has been approved. Please click the "Close Window" button above to close this window'. The message box is highlighted with a red border.

If your Family Member provided an e-mail address, an e-mail will be automatically sent to that address advising them their AKO account has

been approved. If no e-mail address is provided you will have to notify them their AKO account is ready.